

L Number	Hits	Search Text	DB	Time stamp
-	1708	705/1.ccls. and internet	USPAT; US-PGPUB	2004/01/20 10:16
-	286	(705/1.ccls. and internet) and shipping	USPAT; US-PGPUB	2004/01/16 14:00
-	269	((705/1.ccls. and internet) and shipping) and ((package adj slip) or (packaging adj slip) or (purchase adj order) or order)	USPAT; US-PGPUB	2004/01/16 13:48
-	63	((705/1.ccls. and internet) and shipping) and ((package adj slip) or (packaging adj slip) or (purchase adj order))	USPAT; US-PGPUB	2004/01/16 14:01
-	13894	705/\$.ccls. and internet	USPAT; US-PGPUB	2004/01/16 14:00
-	22371	705/\$.ccls.	USPAT; US-PGPUB	2004/01/16 14:00
-	2450	(705/\$.ccls. and internet) and shipping	USPAT; US-PGPUB	2004/01/16 14:01
-	590	((705/\$.ccls. and internet) and shipping) and ((package adj slip) or (packaging adj slip) or (purchase adj order))	USPAT; US-PGPUB	2004/01/16 14:01
-	251	((705/\$.ccls. and internet) and shipping) and order and slip	USPAT; US-PGPUB	2004/01/16 14:05
-	178	((705/\$.ccls. and internet) and shipping) and order and slip) and error	USPAT; US-PGPUB	2004/01/16 14:14
-	4149	6and ((problem or error) near (shipment or order))	USPAT; US-PGPUB	2004/01/16 14:15
-	99	705/\$.ccls. and ((problem or error) near (shipment or order))	USPAT; US-PGPUB	2004/01/16 14:30
-	350	automated adj order	USPAT; US-PGPUB	2004/01/16 14:34
-	73	705/\$.ccls. and (automated adj order)	USPAT; US-PGPUB	2004/01/16 14:31
-	37	(705/\$.ccls. and (automated adj order)) and shipping	USPAT; US-PGPUB	2004/01/16 14:32
-	20	automated adj shipping	USPAT; US-PGPUB	2004/01/16 14:34
-	355	705/1.ccls. and shipping	USPAT; US-PGPUB	2004/01/20 10:17
-	3075	705/\$.ccls. and shipping	USPAT; US-PGPUB	2004/01/20 10:50
-	643	(705/\$.ccls. and shipping) and verifying	USPAT; US-PGPUB	2004/01/20 10:17
-	1289	(705/\$.ccls. and shipping) and (verify or verifying)	USPAT; US-PGPUB	2004/01/20 10:17
-	1053	((705/\$.ccls. and shipping) and (verify or verifying)) and purchase	USPAT; US-PGPUB	2004/01/20 10:19
-	337	((705/\$.ccls. and shipping) and (verify or verifying)) and (purchase adj order)	USPAT; US-PGPUB	2004/01/20 10:37
-	61	((705/\$.ccls. and shipping) and (verify or verifying)) and (purchase adj order)) and (purchaser and supplier)	USPAT; US-PGPUB	2004/01/20 10:20
-	155	((705/\$.ccls. and shipping) and (verify or verifying)) and (purchase adj order)) and supplier	USPAT; US-PGPUB	2004/01/20 10:20
-	135	((705/\$.ccls. and shipping) and (verify or verifying)) and (purchase adj order)) and supplier) and server	USPAT; US-PGPUB	2004/01/20 10:20
-	53	((705/\$.ccls. and shipping) and (verify or verifying)) and (purchase adj order)) and (purchaser and supplier)) and server	USPAT; US-PGPUB	2004/01/20 10:20
-	46	((705/\$.ccls. and shipping) and (verify or verifying)) and (purchase adj order)) and (purchaser and supplier)) and server) and (error or compare or comparison)	USPAT; US-PGPUB	2004/01/20 10:21
-	46	((705/\$.ccls. and shipping) and (verify or verifying)) and (purchase adj order)) and (purchaser and supplier)) and server) and (error or compare or comparison)) and database	USPAT; US-PGPUB	2004/01/20 10:21
-	0	((705/\$.ccls. and shipping) and (verify or verifying)) and (purchase adj order)) and (packaging adj slip)	USPAT; US-PGPUB	2004/01/20 10:38

-	21	((705/\$.ccls. and shipping) and (verify or verifying)) and (purchase adj order) and (packing adj slip)	USPAT; US-PGPUB	2004/01/20 10:46
-	29	((705/\$.ccls. and shipping) and (verify or verifying)) and purchase and (packing adj slip)	USPAT; US-PGPUB	2004/01/20 10:46
-	8	((705/\$.ccls. and shipping) and (verify or verifying)) and purchase and (packing adj slip) not (((705/\$.ccls. and shipping) and (verify or verifying)) and (purchase adj order)) and (packing adj slip))	USPAT; US-PGPUB	2004/01/20 10:46
-	1	705/\$.ccls. and (package adj slip)	USPAT; US-PGPUB	2004/01/20 10:50
-	57	705/\$.ccls. and (packing adj slip)	USPAT; US-PGPUB	2004/01/20 10:56
-	99	705/\$.ccls. and (verify near (content or contents))	USPAT; US-PGPUB	2004/01/20 11:32
-	99	(705/\$.ccls. and (verify near (content or contents))) not (705/\$.ccls. and (packing adj slip)) not (((705/\$.ccls. and shipping) and (verify or verifying)) and purchase) and (packing adj slip)) not ((((((705/\$.ccls. and shipping) and (verify or verifying)) and (purchase adj order)) and (purchaser and supplier)) and server) and (error or compare or comparison))	USPAT; US-PGPUB	2004/01/20 10:58
-	99	(705/\$.ccls. and (verify near (content or contents))) not (((705/\$.ccls. and shipping) and (verify or verifying)) and purchase) and (packing adj slip))	USPAT; US-PGPUB	2004/01/20 10:58
-	99	(705/\$.ccls. and (verify near (content or contents))) not ((((((705/\$.ccls. and shipping) and (verify or verifying)) and (purchase adj order)) and (purchaser and supplier)) and server) and (error or compare or comparison))	USPAT; US-PGPUB	2004/01/20 10:58
-	99	(705/\$.ccls. and (verify near (content or contents))) not (705/\$.ccls. and (packing adj slip))	USPAT; US-PGPUB	2004/01/20 10:58
-	44	(705/\$.ccls. and (verify near (content or contents))) and (shipment or shipping or package)	USPAT; US-PGPUB	2004/01/20 11:07
-	55	(705/\$.ccls. and (verify near (content or contents))) not ((705/\$.ccls. and (verify near (content or contents))) and (shipment or shipping or package))	USPAT; US-PGPUB	2004/01/20 11:07
-	37	705/\$.ccls. and shipping and backorder	USPAT; US-PGPUB	2004/01/20 11:15
-	111	shipping and (packing adj slip)	USPAT; US-PGPUB	2004/01/20 11:16
-	176	packing adj slip	USPAT; US-PGPUB	2004/01/20 11:16
-	64	(packing adj slip) and (error or errors or discrepancies or discrepancy)	USPAT; US-PGPUB	2004/01/20 11:32
-	316	(705/404,408).CCLS.	USPAT; US-PGPUB	2004/01/20 11:30
-	2801	(707/104.1).CCLS.	USPAT; US-PGPUB	2004/01/20 11:31
-	2717	purchase adj order	USPAT; US-PGPUB	2004/01/20 11:32
-	1316	(purchase adj order) and (error or errors or discrepancies or discrepancy)	USPAT; US-PGPUB	2004/01/20 11:34
-	4	((purchase adj order) and (error or errors or discrepancies or discrepancy)) and (verify near (content or contents))	USPAT; US-PGPUB	2004/01/20 11:33
-	590	((purchase adj order) and (error or errors or discrepancies or discrepancy)) and shipping	USPAT; US-PGPUB	2004/01/20 11:33
-	627	(purchase adj order) and (discrepancies or discrepancy or differences)	USPAT; US-PGPUB	2004/01/20 11:34

-	334	((purchase adj order) and (discrepancies or discrepancy or differences)) and shipping	USPAT; US-PGPUB	2004/01/20 11:34
-	105	((purchase adj order) and (discrepancies or discrepancy or differences)) and shipping) not (((705/\$.ccls. and shipping) and (verify or verifying)) and purchase) and (packing adj slip)) not (705/\$.ccls. and shipping)	USPAT; US-PGPUB	2004/01/20 11:34
-	286	((purchase adj order) and (discrepancies or discrepancy or differences)) and shipping) not (((705/\$.ccls. and shipping) and (verify or verifying)) and purchase) and (packing adj slip)) not ((((((705/\$.ccls. and shipping) and (verify or verifying)) and (purchase adj order)) and (purchaser and supplier)) and server) and (error or compare or comparison)) and database) not ((705/\$.ccls. and (verify near (content or contents))) not (705/\$.ccls. and (packing adj slip))) not ((705/\$.ccls. and (verify near (content or contents))) and (shipment or shipping or package)) not (705/\$.ccls. and shipping and backorder) not ((packing adj slip) and (error or errors or discrepancies or discrepancy))	USPAT; US-PGPUB	2004/01/20 11:36
-	285	((purchase adj order) and (discrepancies or discrepancy or differences)) and shipping) not (((705/\$.ccls. and shipping) and (verify or verifying)) and purchase) and (packing adj slip)) not ((((((705/\$.ccls. and shipping) and (verify or verifying)) and (purchase adj order)) and (purchaser and supplier)) and server) and (error or compare or comparison)) and database) not ((705/\$.ccls. and (verify near (content or contents))) not (705/\$.ccls. and (packing adj slip))) not ((705/\$.ccls. and (verify near (content or contents))) and (shipment or shipping or package)) not (705/\$.ccls. and shipping and backorder) not ((packing adj slip) and (error or errors or discrepancies or discrepancy)) not ((purchase adj order) and (error or errors or discrepancies or discrepancy)) and (verify near (content or contents)))	USPAT; US-PGPUB	2004/01/21 10:13
-	1	6006199.pn.	USPAT; US-PGPUB	2004/01/20 14:53
-	10	("4567359" "4594663" "4713761" "4799156" "4887218" "4897867" "4951196" "5101352" "5237495" "5315508").PN.	USPAT	2004/01/21 08:49
-	5	electronic adj packing adj slip	USPAT; US-PGPUB	2004/01/20 14:53
-	0	20030028388.URPN.	USPAT	2004/01/20 14:54
-	7	((("6364364") or ("6186554") or ("6115690") or ("6015167") or ("5776571") or ("5618064") or ("5484170"))).PN.	USPAT; US-PGPUB	2004/01/21 08:49
-	1	6015167.URPN.	USPAT	2004/01/21 08:53
-	5	("4995642" "5421778" "5563401" "5855395" "5918910").PN.	USPAT	2004/01/21 08:54
-	1	6015167.URPN.	USPAT	2004/01/21 08:55
-	7	("5231585" "5526520" "5819232" "5884300" "6015167" "6068188" "6134557" "2002/0035538" "2002/0069166").PN.	USPAT	2004/01/21 08:55
-	27	5758329.URPN.	USPAT	2004/01/21 10:53
-	1	"5265006".PN.	USPAT	2004/01/21 11:48
-	1	("4684507").PN.	USPAT; US-PGPUB	2004/01/21 11:50

-	3	"4684507"	USPAT; US-PGPUB	2004/01/21 11:50
-	1	("4864507").PN.	USPAT; US-PGPUB	2004/01/21 14:04
-	37254	hewlett adj packard	USPAT; US-PGPUB	2004/01/21 14:04
-	8	(hewlett adj packard) and AMAR	USPAT; US-PGPUB	2004/01/21 14:05
-	57	(hewlett adj packard) and OMAR	USPAT; US-PGPUB	2004/01/21 14:11
-	0	((hewlett adj packard) and OMAR) and shipping	USPAT; US-PGPUB	2004/01/21 14:05
-	0	((hewlett adj packard) and OMAR) and (shipping or shipment)	USPAT; US-PGPUB	2004/01/21 14:05
-	103	I2 adj technologies	USPAT; US-PGPUB	2004/01/21 14:11

WEST Search History

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DATE: Thursday, January 22, 2004

Hide?	Set Name	Query	Hit Count
		<i>DB=JPAB; PLUR=YES; OP=OR</i>	
<input type="checkbox"/>	L7	JP-07315558-A.did.	1
<input type="checkbox"/>	L6	JP-07196140-A.did.	1
		<i>DB=EPAB,JPAB,DWPI,TDBD; PLUR=YES; OP=OR</i>	
<input type="checkbox"/>	L5	L3 and shipping	59
<input type="checkbox"/>	L4	L3 and chipping	0
<input type="checkbox"/>	L3	invoice	1192
<input type="checkbox"/>	L2	packing adj slip	40
<input type="checkbox"/>	L1	packing adj slip	40

END OF SEARCH HISTORY

Freeform Search

Database:	US Pre-Grant Publication Full-Text Database US Patents Full-Text Database US OCR Full-Text Database EPO Abstracts Database JPO Abstracts Database Derwent World Patents Index IBM Technical Disclosure Bulletins
Term:	JP-07315558-A.did. <div style="float: right; text-align: right;"> </div>
Display: 10 Documents in Display Format: CIT Starting with Number 49	
Generate: <input type="radio"/> Hit List <input checked="" type="radio"/> Hit Count <input type="radio"/> Side by Side <input type="radio"/> Image	

Search

Clear

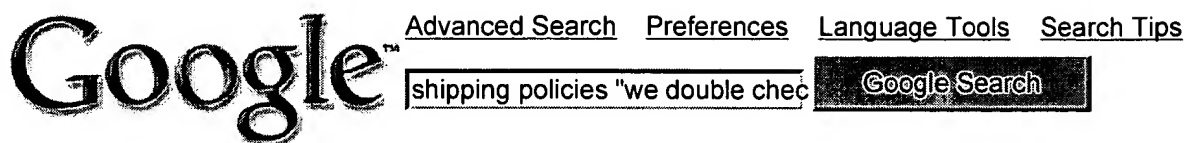
Interrupt

Search History

DATE: Thursday, January 22, 2004 [Printable Copy](#) [Create Case](#)

<u>Set Name</u> side by side	<u>Query</u>	<u>Hit Count</u>	<u>Set Name</u> result set
<i>DB=JPAB; PLUR=YES; OP=OR</i>			
<u>L7</u>	JP-07315558-A.did.	1	<u>L7</u>
<u>L6</u>	JP-07196140-A.did.	1	<u>L6</u>
<i>DB=EPAB,JPAB,DWPI,TDBD; PLUR=YES; OP=OR</i>			
<u>L5</u>	L3 and shipping	59	<u>L5</u>
<u>L4</u>	L3 and chipping	0	<u>L4</u>
<u>L3</u>	invoice	1192	<u>L3</u>
<u>L2</u>	packing adj slip	40	<u>L2</u>
<u>L1</u>	packing adj slip	40	<u>L1</u>

END OF SEARCH HISTORY



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Searched the web for **shipping policies "we double check"**. Results **1 - 10** of about **29**. Search took **0.60** second

Policies

Policies. ... Buyer will be responsible for **shipping** for the return and the exchange.

... **We**

d ouble check the bangles before We ship it to make sure they do not have ...

www.mychinaskymall.com/policies.htm - 11k - [Cached](#) - [Similar pages](#)

Our Policies - Shipping, etc.

... Learn more about the **Shipping** Policy, our limited Guarantee, and our **Policies** by

...Clicking ... **We double-check** the items and totals, because availability ...

www.cdr3.com/ordering/or00003.htm - 14k - [Cached](#) - [Similar pages](#)

THE BACKYARD STORE Order Form

... (**We double check** all product information to provide you the best service possible)

2 ... the order, you will be charged for all **shipping**, delivery & ... **STORE POLICIES:** ...

<http://www.patiostore.com/PS/orderformtest.html> - 13k - [Cached](#) - [Similar pages](#)

BridalSassique

... Please note that **we double check** your order and check for any defects, rips or damages to the dresses prior to **shipping** it out. ...

www.bridalsassique.com/policies.html - 14k - [Cached](#) - [Similar pages](#)

Order Polices For ClubThingsB2B.com: wholesale club toys and rave ...

Wholesale Order **Policies.** ... from Los Angeles via UPS Ground or other cheapest/best method unless you specify a **shipping** method. ... **We double check** all our shipments. ...

www.clubthingsb2b.com/order_policies.html - 15k - [Cached](#) - [Similar pages](#)

Listening Station (GoodCans.com)

... processor, lost shipments, and some manufacturers **policies**, we are ... We test most headphones before **shipping**. ... needed to be corrected, so **we double check** and make ...

www.goodcans.com/ListeningStation/info.html - 6k - [Cached](#) - [Similar pages](#)

International Supplies--Shipping

... **We double-check** each order for accuracy. ... One manager and three key **shipping** & receiving employees have successfully completed Transportation of Hazardous ...

www.internationalsupplies.com/shipping.html - 5k - [Cached](#) - [Similar pages](#)

How to order

... and **shipping** charges are calculated for **shipping** anywhere in ... Our **policies** and service commitment. ... **We double check** all orders when they are packed to help make ...

www.calmagic.com/order.html - 7k - [Cached](#) - [Similar pages](#)

Advantage Ceramics, Inc.

... That's why **we double check** every case before it goes out the door. ... Almost all work is finished within 1 to 6 working days and ready for **shipping** or delivery. ...

www.advant5.com/5reasons.htm - 13k - [Cached](#) - [Similar pages](#)

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International Shipping Co

Over 30 yrs of shipping experience.
Free online quote available.

www.allisonshipping.com

Interest: [\[redacted\]](#)

[See your message here...](#)

... listed here, and on the "Our **Policies**" page ... **We double check** descriptions and prices to make sure there are no ... are never available with any "Free **Shipping**" offers ...
www.discountdivegear.com/websitedisclaimer.htm - 4k - [Cached](#) - [Similar pages](#)

Google ►

Result Page: 1 2 3 [Next](#)

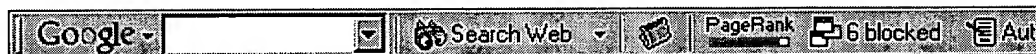
shipping policies "we double check"

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Products for Amateur and Professional Radio - Since 1976
Payment & Shipping Policies

PRICING, SHIPPING, AND POLICY

BASICS

Our prices are calculated on a straight minimum percentage over our cost. We have no minimum charge or order, but the per unit or foot charge decreases as the ordered amount increases, simply because it costs just as much to prepare 100 feet for shipment as it does 10 feet.

We do not stock precut lengths of wire and coax. Your order of any continuous length is custom cut at the time of shipping (full factory reels excepted).

Bulk pricing for dealers, manufacturers, the trade, etc. is available upon request. We will be pleased to bid on any quantity of stock or custom product on a factory basis.

AMATEUR RADIO CLUBS

Organized amateur radio clubs, when purchasing standard units (500 ft., 1000 ft. reels) by payment with letterhead order, may deduct 5% from cost of goods.

DEALERS AND HAMFESTS

We realize that our dealers at the various hamfests may price the product at a higher level than that which appears in our catalog price list. We have no control over this, but we do ask that you consider product shipping cost to the dealer and his cost of getting to and buying space at the hamfest. The shipping and handling cost we must add will pretty much even things out, should you buy direct from us. Please remember, however, that the dealer who serves you well deserves the sale, so let him order a drop ship for you if needed. The delivered cost will usually be the same.

ORDERS DELIVERED AT HAMFESTS, ETC.

We are always happy to bring your **special** order with us, if there is room, to a location where we all meet, such as a hamfest. There are a few points to remember, however:

1. We pack up several days before leaving for a show, so call or e-mail early enough to get the job done, especially if installations are involved!

2. All orders so handled must be paid for in advance, and, if not picked up as planned, they will be shipped and have those costs added. (Also see RETURN POLICY.)
3. **All** orders delivered at a hamfest are subject to the local sales tax, as advised by the sponsors thereof.
4. We welcome your advance order, but please understand that we may not process it until we get to the show if it is for something we will have on display or dispense at the show.

HANDLING COSTS

"Handling" cost is somewhat of an irritating, and often misunderstood, item. In this age of catalog and web buying, the merchant who ships is forced to either recover the cost of shipping containers, reels, tape, labels, weekly UPS service charges, etc., etc., by adding it to the cost of the product or by a "handling charge."

Our invoicing lists "shipping and handling" and it means actual UPS, USPS, FedEx, etc., shipping cost (including insurance), plus a set "handling" fee. The "handling" fee is designed to cover costs that would not exist if we were a store to which you came and served yourself from the shelf or were handed the goods across the counter. We think that it is more palatable when we completely explain it "up front."

Almost everyone knows that shipping, by all carriers, has joined other utilities in cost increases. UPS has become especially tough with "reel" charges – a \$5 surcharge for a 500 foot reel of RG213, for example. We have beaten it to some degree by using an approved corrugated box, but the box costs over \$3.00, so it's another "good news – bad news thing!"

PAYMENT

The most popular form of payment is "plastic." It is simple, efficient and safe, and the buyer is always in control. Risk is minimal, since, without performance, the customer does not pay. We accept MasterCard, Visa, Discover, and American Express on our **secure site** on the web, or by telephone or fax if you prefer. Charges are not applied to your account until the shipment leaves the shop. **PayPal** is also available if desired.

Money orders, certified checks, and cash are also valid for immediate shipment. Personal checks are subject to a 15-day hold or until cleared. We do not accept COD. All funds received in excess of total invoice are returned with the merchandise. Please compare the invoice or packing slip promptly to the actual order, and call as soon as possible if there is a problem or discrepancy.

COMMERCIAL

Commercial accounts are welcome upon written request with credit history and approval.

SHIPPING

Practically all of our retail shipping is by United Parcel Service (UPS), five days per

week. Parcel Post with the US Postal Service is available as an alternate and for out-of-country shipping, and a \$2.00 service charge may be applied if a trip to the Post Office (15 miles!) is required. All prices are FOB Landrum, SC.

When prepaying, it's best to call, e-mail, or order on the web and get a total, including shipping and handling. Call for further explanation, if necessary. Again, all overpayment is returned in cash with the order. "Next Day," "Second Day," and "3 Day" shipping by UPS or Fedex is available for panic orders. Call for pricing.

Shipping within the US via the USPS must be by **Priority Mail with Delivery Confirmation**, which is based on weight and postal zone and requires an additional \$0.45 for the **Delivery Confirmation**. Due to federal security procedures since 9-11, the mail is no longer a handy and economical way to send a small order with assurance of prompt delivery. We cannot send duplicate replacements in any case involving the USPS without cost until 30 days have passed without delivery.

RECEIVING (by the customer)

We check and double-check the presence of every item in every shipment that we pack, and we use a lot of packing material to protect the products. Still, damage can happen, and items can be lost. The packing slip lists every item so it is easy to check the completeness of the order immediately upon receipt. Further, we put a sticker on the box to warn you that there are "X" number of items inside and suggest that you count them right away. **We cannot accept responsibility for claims made more than 15 days after receipt of shipment.**

It is **your** responsibility to advise the carrier of obvious damage to the outside of the package **before** you open it and to follow through and notify us immediately of any missing or incorrect items or damage not visible from the outside. Claims made more than a few days after receiving an order are difficult to substantiate.

RETURN POLICY

We make every effort to "get it right." It is easier for everyone that way! Mistakes happen, however, and none of us are immune. When we are in error, we will cover the cost of return and apply full credit to your account or ship the correct merchandise at corrected or equal cost, with free shipping.

If it is the customer's error, we will try to help solve misunderstanding, communication, or other problems, and make it right regardless of who's at fault. The costs involved are usually different in every case, and may involve shipping, re-stocking, repair, replacement, substitution, and/or delay, so they will be stated clearly before final disposition.

HOW TO CONTACT US

Sales:

800-727-WIRE (9473)

fax 864-895-5811

cqwire@thewireman.com

or on the web at

www.thewireman.com

Tech Help or other business:

864-895-4195

or

info@thewireman.com

Hours:

8 AM to 5 PM EST, Monday through Friday

Mail:

The Wireman, Inc.,

261 Pittman Rd.,

Landrum, SC

29356

VISIT THE WIREMAN?

Our company occupies a set of buildings in a rural area of upstate South Carolina, well off the beaten track. We are a warehouse, shop, and shipping facility, and our only visitors are UPS and other delivery and pick up people. Unfortunately, we must keep the public out of the production and processing areas due to insurance and liability limitations. Further, our hours and presence vary according to our travel and manning schedule.

While we would love to visit with our customers old and new, we simply cannot do it on the premises, for the above reasons. We hope to see you all at a hamfest soon!

CONFIDENTIALITY

Our customer list is maintained for communication and service with and for our customers, and is neither shared, sold, nor published. Your account details are between you and **The Wireman**, period.

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Wholesale Order Policies

Ordering Procedure

Our preferred ordering method is via a faxed purchase order to (213) 629-3809. You may also email your order to sales@maximumstyle.com, call your sales rep at (888) 441-3959 or (213) 689-0399, or mail in your order to: 548 S. Spring St Suite 220, Los Angeles, CA 90013.

Minimums

Our minimum wholesale order is 12 pieces total, in any combination of styles, sizes, and colors.

Backorder Policy

All items are usually kept in stock. If your order contains out-of-stock items, we will call you to discuss substitutions or backorders. Unless you specify otherwise, backordered items will remain active for 30 days and will ship to you once the items are back in stock.

Shipping Policy

Wholesale orders are charged a small \$2.00 handling fee per order, plus our estimated actual shipping cost, unless shipped via your shipper account. Our standard turnaround time for wholesale orders is 3-5 business days. If you need an order processed more quickly, please contact your sales rep and we will accommodate you whenever possible. You may also place advance orders with future ship dates or due dates specified. All orders are shipped from Los Angeles via UPS Ground or other cheapest/best method unless you specify a shipping method. We can ship via any UPS, Fedex, or USPS class of service.

Payment Terms

Initial orders must be prepaid via credit card (Visa/MC/Amex) or company check, or may be sent C.O.D. (cashier's check/money order) only. You may also request C.O.D. company check terms with a credit card guarantee. We will gladly process a credit application for open accounts. The credit approval procedure may take 2-3 weeks. Refused orders are subject to a 20% restocking fee plus all freight charges. Bad checks are charged a \$25 fee plus reasonable collection costs.

Shortage/Damages

Damaged products may be returned for replacement. Please carefully inspect your order when you receive it and notify your sales rep of any damages found within 7 days. If a package was damaged by the carrier, please make your claim with your shipper. A Return Authorization Number issued by your sales rep must be included with all returns. We double check all our shipments. Notify us of any shortage or misshipped items immediately.

Returns

We provide a 20% return allowance credit for unsold merchandise. Returns must be shipped prepaid to us within 60 days of the last shipment you received of that item. We will credit your account toward a future order only, for the amount of your returned goods received by us in good condition, minus a 10% restocking fee. A return authorization number issued by your sales rep is required for all returns.

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Advantage Ceramics, Inc.

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Home

Five Reasons!

- **Dr. Jack Williams** - Of all the labs I've tried, Advantage Ceramics offers the best quality, turnaround time, and service. They work very closely with the doctor, and they go out of their way to help our difficult cases. On a scale of 1 to 10, I give them a 10!
- **Dr. Richard Bowling** - I get superior quality, great turnaround time, and the best service. Advantage Ceramics goes the extra mile to help you.
- **Dr. Jerry Holman** - Great quality and service from a great lab.
- **Dr. Randy Miller** - On a scale of 1 to 10, Advantage gets a 10 for quality, a 10 for service, and a 10 for turnaround time.

Selecting a dental lab is an important decision. The wrong lab will make errors that require adjustments and re-makes, problems that your patients will blame on you. The right lab will make you look good and create satisfied patients who will recommend you to their friends and neighbors. The right lab will complete your cases correctly, on time, and within your budget. The wrong lab will increase your stress level as well as your chairside adjustments. Advantage Ceramics, Inc. is an award winning full service lab. Here are 5 ways we help you decrease chairtime and increase patient referrals.

1 With Consistently Superior Quality - Our lab work wins raves from our doctors. More important, we earn compliments for the **consistency** of our quality. With the latest technology, the finest materials, and superior artistry, you get -- time after time -- exceptional restorations with correct fit and shading. Perfection is our passion. That's why we double check every case before it goes out the door. That's why things like contour, contacts, and margins are always right on the money. That's why remakes are almost non-existent. You will see the difference. So will your patient. Good fit means fewer chairside adjustments for you, more comfort for your patient, and -- best of all -- more referrals for your practice.

2 With Time Saving Value - Our doctors tell us our exceptional quality is an excellent value. Because we put uncompromising attention-to-detail into every case, you get superior esthetics, function, and fit. That means less time seating cases. And -- because time is money -- that translates to maximum efficiency with minimum chairtime. Which makes you the envy of your colleagues. Most important, you get a satisfied patient at a lab fee you can live with.

3 With Prompt and Reliable Turnaround - Our production schedule is so dependable, you can set your watch by it. Almost all work is finished within 1 to 6 working days and ready for shipping or delivery. As soon as your case arrives, it is immediately scheduled for production, all required models are poured, and your delivery (or shipping) date is established. If we have any questions about your prescription or requested delivery date, we call you. Not only do we get it right the first time, you get it on time. Every time.

4 With Extraordinary Customer Service - Doctors tell us, if there's anything better than the quality of our work, it's our customer service. We prefer to work with highly demanding dentist who, in turn, prefer to work with a lab that meets their needs with personal attention and not with an assembly line. Your time is valuable, and you'd rather not waste it with unnecessary phone calls, adjustments, and re-makes. So you get rapid, friendly responses to your questions and innovative solutions to your problem cases. We bend over backwards to meet your needs, including your occasional "rush" case. That's why, if you tell us you are happy with your current lab, we can reply with confidence, "Then you'll be even happier with us." So will your patients.

5 With Your Satisfaction Guaranteed - Once we accept a die, model, or impression, we stand behind our work for one (1) full year after date of invoice. If unsatisfactory for any reason, return it and we will repair or re-make the case free of charge, no questions asked – OK, we will ask a few questions, but only for the purpose of improving our quality and service. The bottom line is, we absolutely, positively satisfy you and your patient. Period. Like you, we know the best form of advertising is a satisfied customer.

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